

FY 2012 Summary of Changes

Utah WIC Program – Policy and Procedures Manual

NOTE: The Fiscal Year 2012 Policy and Procedures Manual (P&P) contains some content relating to the WICNU computer system that has now been retired. This content was valid at the time of USDA submission for approval but no longer is needed. Please disregard these WICNU specific instructions. VISION system specific policies, procedures and instructions can be found in a separate document entitled Policies and Procedures for VISION. This manual is subject to change until it is incorporated into the Utah WIC Program Policy and Procedures Manual for Fiscal Year 2013. Please use the P&P alongside the VISION manual during Fiscal Year 2012.

Section A. Definitions

- Definition of Additional Endorser added
- Definition of Store Brand/Private Label added

Section B. Staffing

- B. 1, page 2 removed Life Cycle Nutrition and VENA I and II modules. The local module preceptor is now responsible for precepting these modules.
- B. 4, page 10, removed Breastfeeding I and II modules (expired), added Grow & Glow modules. Removed Nutrition Risk Assessment of High Risk Factors (expired), removed Critical Thinking, Emotion Based Messaging, Facilitating Support Groups, Motivational Interviewing, VENA Module I (expired).
- B. 4, page 11, module preceptor exams should now be kept on file at the local agency; answer keys for most modules can be requested from the State WIC office. Existing WIC staff need to complete new and revised/updated modules within three months of notification of development or as otherwise indicated by the State agency. Local Agency Vendor Coordinators must complete the Vendor Management Module annually.

Section C. Certification

- C.1 Page 2, A copy of the Rights and Responsibilities must be given to the endorser.
- C.4 Page 14, additional approved documents for proof of identity: USA B1/B2 VISA/BCC (Border Crossing Card), Court Document (such as adoption papers, etc.).
- C.4 Page 16 policy added, “when retrieving forgotten proofs would cause a significant hardship for the applicant” as an acceptable reason to complete a provisional certification.
- C.4 Page 18 Clarification that proof of guardian/caretaker may be the same document that was provided for a previous certification period so long as the document remains current and valid. Such documents may be scanned into the computer to be used at subsequent certifications if still valid.
- C.5 Page 21, foster children are a family of one and may be considered to have no income if so listed on the foster letter.
- C.5 Page 23, 2011-2012 income guidelines.
- C.5 page 27 Added Military Deployment Extension Incentive Pay (DEIP) and Deployment Extension Stabilization Program (DESP) as income exclusions.

- C.5 page 29 Clarification added that “Local agencies may allow applicants to provide proof of participation in adjunct eligible programs via the internet through the Department of Workforce Service’s “myCase” system.”
- C.5 page 30, Adjunct eligibility self declared income policy changes: In VISION, income is family based. If an entire family (or all family applicants) is adjunctively eligible, complete the adjunct eligibility link and then enter a self declared income amount. The type of “proof” selected should be whatever was used to prove the adjunct eligibility. If not all family members are adjunctively eligible, complete the adjunct eligibility link for those who are. Additional family members applying for WIC must provide proof of income; this will be the income record which is entered for the family. No other “self declared” income record is required.
- C.5 Page 33, Clarification added regarding income calculation that, “When necessary, income may be calculated based on hourly pay rate and number of hours worked per week. This method may only be used when the pay rate and the hours worked per week can be verified from the proof provided, such as a letter from the employer or paycheck stubs.”
- C.5 Page 38, Clarifications on handling over-income during a certification period. (These policies will be subjected to further review and revision).
- C.8 page 43, Added an additional acceptable reason to override a proration, “A clinic error occurred with the printed checks and the checks need to be reprinted.”
- C.10 page 48, Clarifications added, “Transfers (in state or out of state) must provide proof of residency and identity (refer to section C.4). Neither a VOC nor a WIC ID Packet can be used to prove identity or residency”; “If the client has checks from the previous state these should be taken from the client. If the client does not have checks to turn in, the client must be asked if benefits for the current month have already been redeemed in the previous state. If so, benefits cannot be issued for the current month. Clinics are not required to contact other states to determine if benefits for the current month have been redeemed. WIC participants who fraudulently redeem full benefits in two states during the same month are guilty of dual participation.”

Section D. Nutrition Risk Manual

- No changes

Section E. Food Benefit Issuance System

- E.8 pages 11, 12, 14, 16, and 17, added “The voided food instrument/cash-value vouchers must be shredded at the clinic.”
- E.11, page 19, Added, “Food instruments and Cash-value vouchers will not be mailed to participants if the participant is scheduled for nutrition education or breastfeeding counseling or recertification.”
- E.13 page 25, regarding the 7 day waiting period after checks have been reported lost, added the text, “use the Family Screen; FB Issuance – number of months dropdown menu, select No food benefits”

Section F. Vendor Management

- F.2 page 5, Definition change- Least Expensive Brand changed to “Store Brand/Private Label”
- F.14 page 18, Added Vendor Peer group classification criteria.

- F.17 page 38, Policy added regarding vendor redemption of coupons.
- F.21 page 48, Each Local Agency Retail Coordinator will be required to complete the Vendor Management Module for Local Agency Retail Coordinators and pass the post-test every fiscal year. If the individual has not completed the module, then they should not be conducting vendor training or monitoring.

Section G. Ineligibility

- G.6 page 9, added, “Once the local agency becomes aware of the alleged participant violation, clinic staff MUST mark the “Do not allow food benefits” check box in the Participant Violations screen (locking out food issuance) indicating that the participant must be counseled PRIOR to food issuance.”
- G.6 pages 17-19, Additional clarifications added regarding repayment of benefits.

Section H. Supplementary Foods

- H.1 page 4, H.5 page 51, “Least Expensive Brand” policy changed to “Store Brand/Private Label” policy. Definition changed to:
Store Brand/Private Label- A store brand (also called a private label) MUST be purchased when indicated in the Authorized WIC Foods booklet. Some examples of store brands/private labels include: Western Family, Kroger, Albertsons/Essential Everyday, Great Value, Market Pantry, Hy-Top, (Malt-O-Meal bag cereals are authorized under this definition), other store brands/private labels may be available. If a store carries more than one store brand/private label then either product may be purchased regardless of price. If the store does not carry a store brand/private label for the WIC food item, then the cheapest brand name food item (such as Skippy, Kraft, Meadow Gold, etc.) can be purchased.
For cold cereal, full strength juice and frozen juice only, the WIC client MUST purchase an authorized store brand or private label (Western Family, Kroger, Albertsons/Essential Everyday, Great Value, Market Pantry, Hy-Top, Malt-O-Meal bag cereals are authorized under this definition) and cannot substitute a brand name (Kellogg’s, General Mills, Post, Quaker Oats, Juicy Juice, Welch’s, etc.). If a retailer is determined by the State WIC Office that they cannot obtain a store brand or private label cereal or juice, then a separate card will be given to the WIC participant indicating what can be purchased at those retailers.
- H.1 page 6, cranberry juice, General Mills Rice Chex, and soy-based beverage added to the Special Food Letter.
- H.2 page 16, policy added regarding issuance of soy based beverage to children only.
- H.5 page 49, clarification added regarding issuance of beans and peanut butter.

Section I. Vena and Nutrition Education

- I.1 page 3; removed hematological test requirement for infants 7 – 11.9 mo; updated blood work policy pg 3 – 10, added blood collection exemptions for leukemia and thalassemia, page 7.

Section J. Nutrition Education Evaluation and Plan

- No changes

Section K. Breastfeeding

- K.1 page 2, policy added: "All staff including clerical, reception, administrative, and nutrition staff are encouraged to promote and support breastfeeding throughout the course of their daily tasks during interaction with WIC participants. (Refer to FNS Grow and Glow curriculum.)"
- K.1 page 4 added breastfeeding definitions
- K.2 pages 14-15, BF Coordinator responsibilities include: Ensuring new staff members (clerical, CPAs, etc.) are oriented to their role of supporting breastfeeding, understand all breastfeeding policies, and receive the "Grow and Glow" training. Ensure agency's breastfeeding educational materials are appropriate (i.e. evidenced based, up to date/current, reading level appropriate). Serve as a breastfeeding resource person for staff.
- K.3 page 17, removed "Completion of the WIC Breastfeeding Modules"
- K.3 page 18, added "Training of Staff on Using Loving Support to Grow and Glow in WIC Breastfeeding Training for Local WIC Staff."
- K.5 page 24, added breastfeeding core content that must be covered in class/individual contact
- K.6 pages 27-30, added guidance on Peer Counselor program supervision.
- K.6 page 30-31, added policies on training of Breastfeeding Peer Counselors
- K.8.5 page 38, policy added, "Document issuance of single-user pumps and all other breastfeeding aids on the Monthly Breastfeeding Supply Log and Inventory."
- K.8.9 page 43, added, "Breast shells maybe provided to breastfeeding participants with sore or damaged nipples at the discretion of the local Lactation Educator or CPA. Current data show that the use of shells may or may not be effective and thus should not be used for use with flat or inverted nipples. Issuance includes providing instruction to the participant and completing proper documentation".
- K.8.11 page 50, added, "The participant may be recruited in the effort of receiving follow up information, however, it is the clinic's responsibility to provide follow up counseling and tracking".
- K.8.13 page 54, Multi-User pumps, added, " tote and/or ice block must be sanitized before issuance".
- K.8.14 pages 55-57, added additional guidelines for issuing Single-User Electric Breast Pumps

Section L. Program Operations

- L.2 page 4, policy added, "Memos from the current and prior fiscal year should be retained at a minimum."
- L.3 page 9- policy added, "State and local agencies are required by law to cooperate with FNS in completing authorized studies."
- L.4 page 12 added "social networking" to the list of acceptable medias to conduct outreach.
- L.7 pages 19-20, added, "Management and disposition of equipment and furniture must be done according to State laws and procedures. A physical inventory of the property

must be taken and the results reconciled with the property records at least once every two years.”

- L.8 page 20, added, “If electronic images of historical documents are maintained, then hard copies do not need to be retained. Any hard copy documents that were scanned into the VISION system do not need to have the hard copies retained on file. These may be shredded after they are scanned.”
- L.11 page 46 update to the non-discrimination statement phone numbers (this change was sent to the WIC clinics via an informational memo 3-30-11).

Section M. Audits and Monitoring

- M.2 Page 3, policy added, “The clinic schedule during the on-site visit should include several certification appointments including an initial certification if possible. In order for clinic staff to have time for discussion with State staff it is recommended that the clinic’s schedule be lighter than normal during the visit.”
- M.4 pages 7-22, Various self monitoring questions added or removed.
- M.4.2; added the following staff: IBCLC, Peer Counselor Supervisor

Section N. Forms

- Form names and revision dates updated.

Section O. Management Information System

- No changes